

Have your say on the future of services at Wantage Community Hospital

<http://yourvoicebob-icb.uk.engagementhq.com>

The Future of Services at Wantage Community Hospital

Welcome to this survey about the future of services at Wantage Community Hospital. The survey consists of four parts and should take you no more than 20 minutes to complete. In the survey, we ask you about three scenarios for the future of Wantage Community Hospital, which have been developed by the NHS and its partners working closely with key local stakeholders.

We ask a number of open-ended questions in this survey. When answering questions, please keep your answers to approximately 250 words. If you have further or more detailed comments to share, you can email us at:

communityservicesfeedback@oxfordhealth.nhs.uk

This survey closes on Sunday 29 October.

If you need any support taking this survey or require it in another format or language, please contact communityservicesfeedback@oxfordhealth.nhs.uk

Part 1

In this part, we ask you about scenario one.

Scenario 1: Clinic based services for planned care appointments

Planned care means services with planned appointments or interventions in a place like a GP surgery or hospital. For example, tests, treatment and therapy.

This scenario would mean:

- More planned care services, like tests or follow-ups, could be provided within Wantage
- Planned care services would take up the entire ground floor, with scope for some more services to maximise the entire space
- Maternity services would continue to be delivered on the first floor
- Hospital beds and urgent care services would need to continue to be accessed at other hospital and local care home sites.



What do clinic based services currently look like at Wantage?

Currently, the most needed clinic service in Wantage is **Ophthalmology** (specialist eye appointments). **1,445 patients** came to an outpatient clinic as part of the pilot mostly from the OX12 postcode area. On average **120 people per month** come to Wantage Community Hospital to access the range of clinic-services currently provided.

If Wantage Community Hospital did **not** provide these planned care services, people would need to access these services at John Radcliffe or Churchill Hospital in Oxford, Great Western in Swindon, Oxford City clinic bases (such as East Oxford Health Centre), or Abingdon Community Hospital if you require mental health or children's therapy services.

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Share your thoughts on Scenario 1:

1. What type of planned care services have you or your family used or know about locally? Examples of planned care services include an outpatient appointment, tests, treatments, follow-ups and therapy type services.

2. If you have accessed any of the outpatient clinics made available at Wantage Community Hospital (some of which have been running as pilots for the past 18 months), what has been your experience using them?

3. What types of planned care services would you value locally? These could be existing services (so a continuation) or services not currently available.

4. Thinking about the planned care services you or your family use most frequently (i.e., weekly or six-weekly), which services should be made available locally?

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Part 2

In this part, we ask you about scenario 2.

Scenario 2: Community inpatient beds and alternatives when care in your home isn't possible

This scenario would see inpatient services (when patients are required to stay overnight) provided at Wantage Community Hospital. This scenario would mean:

- There would be no space for any outpatient / planned care services or any new urgent care services. This is because inpatient beds would likely need the entire ground floor (around 20 beds). Wantage and Grove residents would therefore need to access outpatients and planned care services, as well as urgent care services, at other hospital and community sites.
- There would need to be a review across the rest of Oxfordshire into community inpatient bed services in order to accommodate this new ward.
- Maternity services would continue to be delivered on the first floor.



What does the provision of community inpatient beds currently look like in Wantage and Grove?

Wantage Community Hospital has not provided community inpatient beds for over seven years. However, locally, around **five people from the Wantage and Grove area each month are admitted to a community inpatient bed** (mostly in Abingdon or Didcot). There are also around **two people a month from the Wantage and Grove area requiring less intensive rehabilitation** and being admitted to care homes (mainly to The Close in Burcot, 15 miles from Wantage). Home-based care is also provided by a range of teams to help people get home after a hospital stay.

If the Wantage Community Hospital doesn't provide community inpatient beds, people would need to access these services at other community hospitals; in short stay hub beds in care homes; through end of life and palliative care; through health and care in their own home; or access winter / surge beds in care homes as required.

Share your thoughts on Scenario 2:

Living independently at home / in the community

5. Most people **return home** directly from hospital. What type of help would get you or your family back to living independently and supported as quickly as possible?

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6. Can you describe your experience with services which support you and your family to **remain at home** during illness?

Accessing other care pathways (if there were no inpatient beds at Wantage Community Hospital)

7. If you, or somebody you know, has accessed these services, can you describe your experience of care or rehabilitation in the following:
- other community hospitals
 - short term nursing and care home stays
 - palliative and end of life care outside of someone's own home.

8. What would help to support you and your family in circumstances when you would need to access these types of services?

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Part 3

In this part, we ask you about scenario 3.

Scenario 3: Urgent care access needs on the same day. For minor injury, illness or mental health issues.

This scenario would see urgent care services provided in Wantage Community Hospital. This scenario would mean:

- More urgent care could be supported in Wantage
- Planned care services (such as tests, treatment and therapy) which are currently provided at Wantage Community Hospital **would need to be reduced by around a half** in order to accommodate urgent care services.
- Inpatient community beds would not be provided at the site, due to space, and would need to continue to be accessed at other hospital and health and care locations.
- Maternity services would continue to be delivered on the first floor.



What does the provision of urgent care services currently look like in Wantage and Grove?

Wantage Community Hospital does not currently provide urgent care services. However, the Wantage and Grove population made **1,361 visits to an Oxfordshire Minor Injuries Unit (MIU) in one year**, which equates to an average of 3.7 visits a day from this area. This is forecast to increase by 2030 to around 4.8 MIU visits a day (1,745 visits per year). Currently, patients from Wantage and Grove who need emergency treatment usually attend the John Radcliffe Emergency Department. Residents from Wantage and Grove area may also attend a hospital accident & emergency department.

If Wantage Community Hospital does not provide urgent care services, local people would need to access this type of service at Abingdon or Witney MIU; through the 24/7 mental health hotline available at NHS 111; or, by seeking mental health, social care and community health services and crisis support available locally. There is also potential to explore an integrated model of care with local NHS and care partners at the Health Centre.

Share your thoughts on Scenario 3:

9. If you needed to access urgent care, what would you do?

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10. What has been your experience with accessing urgent care services for physical health and / or mental health issues?

11. How can we make it easier to access urgent care services for you and your family?

Part 4

In this final part of the survey, we ask a bit more about you so that we understand the views of different populations and people living across Wantage and Grove. We would also like your final view on the three scenarios.

12. Thinking about the three scenarios we have discussed, what do you see as the future role for Wantage Community Hospital and hospital- like services locally?

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Demographic questions

13. Please let us know what area you come from by entering the first part of your postcode (E.g., OX12)

(Required)

14. How old are you?
(Choose any one option)

- 16-25
- 26-40
- 41-60
- Over 60
- Prefer not to say

15. Do you consider yourself to have a disability?
(Choose any one option)

- Yes
- No
- Prefer not to say

16. What best describes your gender?
(Choose any one option)

- Female
- Male
- Non-binary
- A gender not listed here
- Unsure how to describe myself
- Prefer not to say

17. Is your gender the same as the sex you were given at birth?
(Choose any one option)

- Yes
- No
- Prefer not to say

18. What is your ethnicity?
(Choose any one option)

- Asian or Asian British: Bangladeshi
- Asian or Asian British: Chinese
- Asian or Asian British: Indian
- Asian or Asian British: Pakistani
- Black or Black British: African
- Black or Black British: Caribbean
- Mixed: Asian and white
- Mixed: Black African and white
- Mixed: Black Caribbean and white
- Any other mixed background
- White British: British, English, Northern Irish, Scottish, Welsh
- Irish

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- Gypsy / Traveller
- Arab
- Prefer not to say

Thank you for taking the time to complete this survey.